

# Help Yourself Through Hard Times

October 2012

Basic needs  
services for  
London and Middlesex  
County

The logo for Information London, featuring a stylized lowercase 'i' icon inside a grey rounded rectangle, followed by the text 'Information London' in a sans-serif font.

Information  
London

[www.info.london.on.ca](http://www.info.london.on.ca)

Visit our online directory for a complete listing of  
social services for London and Middlesex.

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**Help Yourself Through Hard Times** lists services that provide assistance in the form of basic material aid and emotional or social support to people on limited incomes during times of financial hardship. Services vary depending on availability of items or in case of emergency. Always check with the individual service to find out what's available. Basic services are offered free of charge unless otherwise noted.

*Inclusion of a service does not imply endorsement by the publisher, nor does exclusion indicate a lack of endorsement.*

*Information London is supported by:*



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### **About Us**

For over 40 years, Information London has provided the local community with up-to-date information about social services. Now a service of thehealthline.ca, Information London continues that tradition through a website and resource publications.

Visit our online directories

[www.info.london.on.ca](http://www.info.london.on.ca)

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# London and Middlesex

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This section highlights services that provide assistance to London and Middlesex County residents. A legend for London service location codes is shown below.

<b>London service location codes:</b>
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NW = Northwest	N = North
NE = Northeast	W = West
C = Central	E = East
SE = Southeast	S = South
SW = Southwest	

## FOOD

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### Central Food Banks

Food items provided on an emergency basis, usually a one to three day supply, once a month to once every three months. Identification for all family members and proof of income and/or residency may be required. Summer and holiday hours may be different than those listed. A monthly food calendar for many of these services is available at [www.info.london.on.ca/meal.asp](http://www.info.london.on.ca/meal.asp).

#### LONDON AND AREA FOOD BANK

519-659-4045

926 Leathorne St (at Adelaide St)

SE

9am-4pm Monday to Friday. Services available for Fanshawe students

10am-12noon Saturdays, September to April. Baby food also available.

Identification for all family members and proof of income required. Also see satellite locations under *Neighbourhood Food Banks*.

#### ST PAUL'S CATHEDRAL

519-434-3225

##### Daily Bread Program

C

472 Richmond St (at Queens Ave)

9:30am-12noon Monday to Friday. Baby food also available.

#### SALVATION ARMY

519-661-0343 ext 227

##### Community and Family Services, Centre of Hope

C

281 Wellington St (near Horton St)

8am-3:30pm Monday to Friday. Closed in December. Baby food also

available. Identification for all family members, proof of income and proof of address required.

**YOUTH ACTION CENTRE**  
**Youth Opportunities Unlimited**

**226-777-0116**

**C**

332 Richmond St Ste 102 (at York St)

8-10am and 3-7pm Monday to Friday, 1-4pm Saturday, from the 15<sup>th</sup> to the end of the month. Youth 16 to 24 years only. Baby food also available; call ahead for supply availability.

**FANSHAWE COLLEGE**  
**Student Sharing Shop**

**519-452-4282**

**NE**

1460 Oxford St E, Rm B1050 (at First Ave)

9am-4pm Monday to Friday. College students only. If closed, go to the Student Success Centre in Room F2010 for assistance.

**WESTERN UNIVERSITY**

**N 519-661-3574**

Western University students only. E-mail [usc.food.support@uwo.ca](mailto:usc.food.support@uwo.ca) to request service. Baby food and food vouchers available.

## **Neighbourhood Food Banks**

Neighbourhood food banks *serve people living in the immediate area*. Proof of residency may be required.

**LONDON AND AREA FOOD BANK**

**519-659-4045**

**Satellite locations (serve areas within listed postal codes):**

(Note: you may not visit both the main Leathorne St site and a satellite location in the same month.)

Richards Memorial United Church, 360 Edgeworth Ave  
10am-3pm second Thursday of each month.

**E**  
**N5V, N5W**

St Lawrence Church, 910 Huron St  
11am-3:30pm third Wednesday of each month.

**NE**  
**N5V, N5Y**

Impact Church, 220 Adelaide St N  
1-5pm third Thursday of each month.

**E**  
**N6B, N5W, N5Z**

Kinsmen Recreation Centre, 20 Granville St  
11am-3pm third Friday of each month.

**W**  
**N6A, N6C, N6H, N6J**

Northwest Food Bank Depot, 1225 Wonderland Rd N  
10am-3:30pm third Tuesday of each month.

**NW**  
**N6G, N6H**

**CHALMERS PRESBYTERIAN CHURCH**

**519-681-7242**

342 Pond Mills Rd (at Commissioners Rd E)

**SE**

1-2pm Tuesday and Thursday. Closed in July and August. Appointment required.

**CROUCH NEIGHBOURHOOD RESOURCE CENTRE** 519-642-7630  
550 Hamilton Rd (near Egerton St) SE  
9am-12noon Tuesday to Thursday, 9am-4pm Thursday. Baby food also available. Emergency food cupboard.

**FAMILIES FIRST CAPC** 519-649-1248  
1043 Southdale Rd E (at Millbank Dr) or 1119 Jalna Blvd SE  
9:30am-4:30pm Monday to Friday. Baby food bank also available. Emergency food cupboard. Call ahead for supply availability.

**GLEN CAIRN COMMUNITY RESOURCE CENTRE** 519-668-2745  
244 Adelaide St S (near Commissioners Rd E) SE  
9am-4pm Monday, Tuesday, Thursday and Friday. Baby food also available. Emergency food kits.

**LIFE RESOURCE CENTRE** 519-438-6788  
**St Lawrence Church** NE  
910 Huron St (Basement)  
11am-3:30pm Wednesday (except third Wednesday of month). Emergency food cupboard and clothing. Operated by North Park Community Church.

**SALVATION ARMY WESTMINSTER PARK** 519-668-0025  
1190 Southdale Rd E (at Millbank Dr) SE  
Monday to Friday. Irregular hours. Appointment required. Community meal program with neighbourhood food bank. Identification for all family members, proof of income and proof of address required.

**SOUTHDALE CHAPLAINCY CENTRE** 519-685-2771  
983 Southdale Rd E (at Millbank Dr) SE  
9am-4:30pm most weekdays. Hours vary. Baby food also available. Call ahead if requiring formula.

**WHITE OAKS UNITED CHURCH** 519-681-3229  
1901 Jalna Blvd (at Southdale Rd E) SE  
1-3pm Monday and Wednesday, 10am-12noon Saturday. Emergency food cupboard. Residents of the area only. Identification required.

## **Meal Calendar and Food Bank List**

The monthly Meal Calendar gives the dates and locations of free or low cost hot meals and the Food Bank List has food banks and food depots throughout the City of London that are available to individuals and families in need.

A project of the Hunger Relief Action Coalition.

View and print the current month's information by visiting Information London at [www.info.london.on.ca/meal.asp](http://www.info.london.on.ca/meal.asp)

## Lunch & Dinner Meal Programs

A sit-down meal is provided to individuals and families. Schedules may change or special meals may be held during holidays or the summer.

### **ARK AID STREET MISSION** **519-667-0322**

696 Dundas St E (at Lyle St) E  
7pm Monday to Saturday, 5pm Sunday when available. Coffee and snacks  
1:30-3:30pm Monday to Friday.

### **AT^LOHSA NATIVE FAMILY HEALING SERVICES** **519-438-0068**

343 Richmond St, Ste 109 (entrance on King St off parking lot across C  
from the Market)  
12:30-2pm Monday to Friday. Members of the Aboriginal community.  
London CARES partner.

### **MY SISTERS' PLACE** **519-679-9570**

566 Dundas St C  
12noon-1pm Monday to Friday. Women 16 years and over. London CARES  
partner.

### **ST JOSEPH'S HOSPITALITY CENTRE** **519-432-0660**

707 Dundas St (at Lyle St) E  
12noon-2pm Monday to Friday. Minimal fee. Identification required.

### **SALVATION ARMY**

**Centre of Hope** - 281 Wellington St (near Horton St) C  
5:15pm Wednesday and Sunday. **519-661-0343**

**Hillcrest** - 310 Vesta Rd (near Huron St and Highbury Ave) NE  
11am-1pm Wednesday. **519-659-8568**

**Westminster Park** - 1190 Southdale Rd E (at Millbank Dr) SE  
5pm Monday. **519-668-0025**

### **STREET CONNECTION** **519-438-7300**

258 Horton St (at Wellington St) C  
Meal 5-6:30pm Sunday and Monday. Light meal 8-9:30pm Friday and  
Saturday. Youth 16 to 24 years.

### **YOUTH ACTION CENTRE** **226-777-0116**

**Youth Opportunities Unlimited** C  
332 Richmond St (at York St)  
Dinner/drop-in 3-7pm Monday to Friday. Youth 16 to 23 years.



<b>DUNDAS STREET CENTRE UNITED CHURCH</b> 482 Dundas St (at Maitland St) 5:30-6:30pm Wednesday, October (after Thanksgiving) to May. Fourth and fifth Wednesday of month from June to September.	<b>519-434-9173</b> C
<b>FIRST ST ANDREW'S UNITED CHURCH</b> 350 Queens Ave (at Waterloo St) 5:30pm Monday.	<b>519-679-8182</b> C
<b>GRACE UNITED CHURCH</b> 818 Hamilton Rd (at Glenwood Ave) 5:30-7pm second Sunday of each month.	<b>519-451-4530</b> SE
<b>IMPACT CHURCH</b> 220 Adelaide St N (near Hamilton Rd) 6-7pm third Thursday of each month.	<b>519-438-7036</b> E
<b>METROPOLITAN UNITED CHURCH</b> 468 Wellington St (at Dufferin Ave) 5:30pm Friday.	<b>519-432-7189</b> C
<b>NEW ST JAMES PRESBYTERIAN CHURCH</b> 280 Oxford St E (at Wellington St) 5:30pm Thursday, mid-September to May.	<b>519-434-1127</b> C
<b>ST JOHN THE EVANGELIST CHURCH</b> 280 St James St (at Wellington St) 5-6pm Saturday. Clothing assistance offered.	<b>519-432-3743</b> C
<b>ST MARTIN OF TOURS</b> 46 Cathcart St (at Elmwood Ave E) 5-6pm third Sunday of each month.	<b>519-433-8175</b> SW
<b>TRINITY UNITED CHURCH</b> 76 Doulton St (at Hale St two blocks south of Dundas St) 5:30-6:30pm first Sunday of each month.	<b>519-455-2710</b> E
<b>WESLEY KNOX UNITED CHURCH</b> 91 Askin St (at Theresa St) 5:30-6:30pm fourth Sunday of each month (except in July and August).	<b>519-673-4803</b> SW

# Breakfast Programs

<b>BISHOP CRONYN COFFEE HOUSE</b> 442 William St (at Queens Ave) Coffee and light snacks 9-11am Tuesday.	<b>519-432-9348</b> C
<b>CALVARY UNITED CHURCH</b> 290 Ridout St S (at Garfield Ave) 9-11am third Saturday of each month.	<b>519-434-5526</b> SW
<b>CHRIST ANGLICAN CHURCH</b> 138 Wellington St (at Hill St) 9-11am last Saturday of each month.	<b>519-438-1171</b> C
<b>CHURCH OF THE ASCENSION (ANGLICAN)</b> 2060 Dundas St E 7:30-10:30am third Tuesday of the month.	<b>519-451-7780</b> E
<b>ELMWOOD AVENUE PRESBYTERIAN CHURCH</b> 111 Elmwood Ave E (at Cathcart St) 9-11am fifth Saturday of the month.	<b>519-438-3492</b> S
<b>LUSO COMMUNITY SERVICES</b> <b>Summer Breakfast Program</b> Community Resource Portable (beside Lord Elgin Public School) 8:30-10:30am Monday to Friday, July and August. Children in postal codes N5Y and N5Z.	<b>519-452-1466</b> NE
<b>ROWNTREE MEMORIAL UNITED CHURCH</b> 156 Elliott St (at Cheapside St) 9-10:30am third Saturday of each month.	<b>519-432-8075</b> NE
<b>ST JAMES WESTMINSTER ANGLICAN CHURCH</b> 115 Askin St (at Wortley Rd) 9-11am first Saturday of each month.	<b>519-432-1915</b> S
<b>ST JOSEPH'S HOSPITALITY CENTRE</b> 707 Dundas St (at Lyle St) 9:30-11am Monday to Friday. Minimal fee. Identification required.	<b>519-432-0660</b> E
<b>ST LUKE'S ANGLICAN CHURCH</b> 1204 Richmond St (north of Western University Gate on Richmond St) 9-11am second Saturday of each month.	<b>519-432-1270</b> N

**ST MARTIN OF TOURS**

46 Cathcart St (at Elmwood Ave E)  
 9-11am fourth Saturday of each month.

**519-433-8175**

S

**YOUTH ACTION CENTRE****Youth Opportunities Unlimited**

332 Richmond St (at York St)  
 8-10am Monday to Friday. Youth 16 to 23 years.

**226-777-0116**

C

**WESLEY KNOX UNITED CHURCH**

91 Askin St (at Theresa St)  
 8:45-10:30am second Saturday of each month.

**519-673-4803**

S

**Other Food Programs**
**COLLECTIVE KITCHENS NETWORK  
 & COMMUNITY GARDENS PROJECT  
 London Community Resource Centre**
**519-432-1801**

Cooking group offering information on healthy eating, budgeting and meal planning. Garden plots to grow vegetables and fruit available. Rent is geared to income.

**ST VINCENT DE PAUL SOCIETY**

Food or clothing vouchers. Call any Catholic Church to arrange a home visit with a volunteer to discuss individual needs. Church phone numbers available in the yellow pages of the phone book.

**SALVATION ARMY****519-661-1359****Christmas Hamper Program**

C

Western Fair District, Special Events Building  
 Provides food needed to prepare a traditional Christmas dinner and toys for children 0 to 12 years. Identification for all family members, proof of income and proof of address required.

**SCHOOL NUTRITION PROGRAMS**

Provide breakfast and/or lunch to hungry children. Available through many London elementary schools.

# EMERGENCY SHELTER & TRANSITIONAL HOUSING

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Shelters offer emergency short-term accommodation and meals. All shelters provide 24-hour admission unless otherwise indicated. Transitional housing provides longer-term accommodation for residents with supports to assist them with independent living.

**CENTRE OF HOPE** **519-661-0343**  
**Salvation Army** C  
281 Wellington St  
Emergency shelter and transitional housing for single men and women 16 years and over.

**MEN'S MISSION AND REHABILITATION CENTRE** **519-672-8500**  
**Mission Services of London** C  
459 York St  
Emergency shelter and transitional housing for homeless men 16 years and over. Services include a life skills program.

**ROTHOLME FAMILY SHELTER** **519-673-4114**  
**Mission Services of London** C  
42 Stanley St  
Emergency shelter for parents and their children. Services include crisis support, advocacy and referrals to community agencies.

**UNITY PROJECT** **519-433-8700**  
717 Dundas St E E  
Emergency shelter and transitional housing for men, women and couples, 18 years and over. Services include food, clothing, peer support and counselling.

**WOMEN'S COMMUNITY HOUSE** (Office) **519-642-3003**  
(24-hour Abused Women's Helpline) **519-642-3000** or **1-800-265-1576**  
101 Wellington Rd S  
450 Clarke Rd E  
Emergency shelter, second stage housing, transitional outreach and helpline for abused women and their children.

**ZHAAWANONG SHELTER** (Crisis) **1-800-605-7477**  
**At^losha Native Family Healing Services** **519-432-2270**  
343 Richmond St, Ste 109 (Office) C  
Emergency shelter for abused women and their children.

# SOCIAL & AFFORDABLE HOUSING

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See *Money* for more financial assistance programs to help with housing costs, such as THAW and the Rent Bank.

**HOUSING ACCESS CENTRE** **519-661-0861**  
**City of London - Housing Division** C  
379 Dundas St, Ste 116  
Information and applications for social housing programs such as rent-geared-to-income, non-profit and co-operative, rent supplement and subsidy programs in London and Middlesex. Application forms, information and a directory available on [housing.london.ca](http://housing.london.ca).

**LONDON AND MIDDLESEX HOUSING CORPORATION** **519-434-2765**  
379 Dundas St, Ste 207 C  
Provides rent-geared-to-income housing accommodation.

**CANADA MORTGAGE AND HOUSING CORPORATION**  
**Assistance Programs** **1-800-704-6488**  
Residential Rehabilitation Assistance Program provides forgivable or repayable loans to upgrade housing to livable standards. Also offer affordable housing programs for older adults, people with disabilities and native peoples.

**DISABLED AND SENIORS EXEMPTION PROGRAM**  
**The Municipal Property Assessment Corporation** **1-866-296-6722**  
4380 Wellington Rd S S  
Property tax relief program for homes built or modified to accommodate seniors and/or persons with disabilities.

**LONDON HOUSING REGISTRY** **519-434-3344**  
379 Dundas St, Ste 203 C  
Registry of privately owned affordable housing for individuals on fixed or limited income.

**ONTARIO MARCH OF DIMES** **519-642-3700**  
**Home and Vehicle Modification** C  
291 King St, 3rd Fl  
Financial assistance toward the cost of home or vehicle modifications for eligible Ontario residents who have a physical disability.

## Rights & Standards

See *Advocacy & Legal* for more services that help tenants.

**ONTARIO TENANTS RIGHTS WEBSITE** [www.london.ontariotenants.ca](http://www.london.ontariotenants.ca)  
Tenants' rights, social justice and rental housing issues information.

**ONTARIO LANDLORD AND TENANT BOARD** **1-888-332-3234**  
**Southwestern Regional Office** C  
150 Dufferin Ave, Ste 400  
Tenant and landlord rights, dispute resolution, rent increase regulation information. Access to the Residential Tenancies Act.

**PROPERTY STANDARDS OFFICE** **519-661-4555**  
**City of London** C  
300 Dufferin Ave, 7th Fl  
Investigates structural or unsafe conditions and landlord/tenant issues about property standards (e.g., heat, hazards).

**SPECIAL RISK CITIZENS** **519-663-5317 ext 2300**  
**Middlesex-London Health Unit – Environmental Health Services**  
1-4:30pm. Health inspection program to assist seniors living in squalor and refer to organizations that can help.

## DROP-IN CENTRES, STREET OUTREACH & CRASHBEDS

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Services to help individuals who are homeless or at risk of homelessness, and who may have mental health and/or addiction issues. Drop-in centres provide a place to go for friendship, recreation, meals, life skills and other support. Showers and laundry facilities may be available. Street outreach programs provide relief and transitional support to individuals living on the street. Crashbeds provide a place to stay overnight that is an alternative to emergency shelters.

**LONDON CAREs** **519-667-CARE (2273)**  
**London Community Addiction Response Strategy**  
Outreach and housing stability service for individuals experiencing homelessness, who may have an addiction, mental illness or other health issues. Services include foot and mobile outreach, peer-operated safe needles collection program, housing stability support and housing with support program for Veterans experiencing homelessness.



**ARK AID STREET MISSION****519-667-0322**

696 Dundas St E

E

9am-9pm Monday to Friday, 6:45-9pm Saturday. Drop-in centre. Services include counselling, job support, computer literacy and basic skills, social activities and outreach.

**AT^LOHSA NATIVE FAMILY HEALING SERVICES****519-438-0068**

343 Richmond St, Ste 109

C

12:30-2pm Monday to Friday. Drop-in centre for members of the Aboriginal community. London CARES Partner.

**JOHN HOWARD SOCIETY****519-438-4168**

601 Queens Ave

C

Outreach for youth 16 to 21 years who are transitioning from shelters.

**LONDON COFFEE HOUSE PROGRAM****519-439-9000**

538 Dundas St

C

9-11am Monday to Sunday, 6:30-8:30pm Monday to Thursday and 2-4pm Friday to Sunday. Drop-in centre for adults 20 years and over.

**LONDON INTERCOMMUNITY HEALTH CENTRE**

Programs for people who are homeless. Services include health care, screenings, counselling, advocacy, referrals, outreach and crisis intervention.

**Dundas St Site**, 659 Dundas StE **519-660-0874**

9am-5pm Monday and Friday, 9am-9pm Tuesday and Wednesday, 10:30am-5pm Thursday.

**Huron St Site**, 1355 Huron St, Unit 7NE **519-659-6399**

9am-9pm Monday, 9am-5pm Tuesday, Wednesday and Friday, 10:30am-5pm Thursday, except fourth Thursday of the month 1pm -5pm.

**LONDON YOUTH FOR CHRIST****519-686-0093**

254 Adelaide St S

S

9am-5pm Monday to Friday. Christian outreach for youth.



**MISSION SERVICES OF LONDON**

459 York St

C

**Crashbeds Program**

**519-439-0239**

9pm-7am daily (women use front entrance, men rear entrance). Adults experiencing mental health and or substance use issues. Beds available on a first come, first serve basis.

**The Gathering Place**

**519-495-8545**

7-11am daily (entrance at back of building, southwest corner). Drop-in centre for individuals 16 years and over. Services include a safe day space, aid with daily living requirements, showers and nourishment when provisions available.

**MY SISTERS' PLACE**

**519-679-9570**

**Transitional Support Centre for Women**

C

556 Dundas St

10am-3pm and 6-9pm Monday to Friday, 11am-2pm Saturday to Sunday. Drop-in centre for women 16 years and over. CounterPoint needle exchange program. London CARES Partner.

**OPERATION COME HOME**

**(24-hour) 1-800-668-4663**

Telephone helpline for street youth. Helps reunite families with their children.

**STREET CONNECTION**

**519-438-7300**

258 Horton St

C

8pm-12midnight Friday and Saturday, 5-10pm Monday and Sunday. Drop-in centre for street youth 16 to 24 years.

**STREETLIGHT**

**519-686-0093**

**London Youth for Christ**

C

7-10pm Tuesday and Thursday on Clarence St behind the Victoria Park band shell. Mobile bus drop-in centre for youth 13 to 19 years.

**STREETSCAPE**

**519-439-7700**

**Mission Services of London**

C

457 York St (west end of building)

Advocacy and support for individuals 16 years and over with mental health issues.

**YOUTH ACTION CENTRE**

**226-777-0116**

**Youth Opportunities Unlimited, 332 Richmond St**

C

8-10am and 3-7pm Monday to Friday and 1-4pm Saturday. Drop-in centre, street outreach for youth 16 to 24 years.

# CLOTHING & HOUSEHOLD ITEMS

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Many services, in addition to those listed here, arrange for clothing, furniture and other material aid to help assist their clients whenever possible. Also see Emergency Shelter & Transitional Housing and Food Banks.

## **CLOTHINGWORKS** **519-672-3780**

141 Dundas St, Lower Level C

Interview clothing for men, women and young adults. Appointment and referral from vocational training service required.

## **KOATS FOR KIDS** **519-434-9114**

**Boys' & Girls' Club of London**, 184 Horton St C

Winter coats for children in need. Proof of family size may be requested.

## **Sharing Shops & Thrift Stores**

**Sharing shops** offer used goods for purchase or exchange of another item.

## **CROUCH NEIGHBOURHOOD RESOURCE CENTRE** **519-642-7630**

550 Hamilton Rd SE

Referrals to the Good Samaritan Cupboard for clothing and vouchers for The Mission Store.

## **FANSHAWE COLLEGE** **519-452-4282**

**Student Sharing Shop** E

1001 Fanshawe College Blvd, Rm B1050

Clothing exchange for college students.

## **GLEN CAIRN COMMUNITY RESOURCE CENTRE** **519-668-2745**

244 Adelaide St S (at Commissioners Rd E) SE

Clothing exchange.

## **LIFE\*SPIN** **519-438-8676**

872 Dundas St E E

Clothing and household article exchange. 10am-2pm Thursday.

**Thrift stores** sell used clothing, furniture and/or household articles.

**GOODWILL INDUSTRIES**

255 Horton St C 519-850-9000 ext 2352  
1044 Adelaide St N NE 519-433-2665  
990 Pond Mills Rd SE 519-685-5389  
1165 Oxford St E 519-433-2409  
Sherwood Forest Mall, 1225 Wonderland Rd N NW 519-472-1959

**MAY COURT SHOP**

594 Dundas St C 519-439-4811  
Sells used clothing on consignment. Closed during the summer.

**THE MISSION STORE**

Mission Services of London, 300 William St C 519-438-3056  
Accepts vouchers provided by agencies and churches.

**MY NEIGHBOUR'S CLOSET**

476 Clarke Rd E 519-451-4334

**NEARLY NEW CLOTHING SHOPPE**

Church of St Jude, 1537 Adelaide St N NE 519-660-6198

**ST VINCENT DE PAUL SOCIETY**

585 York St C 519-438-7071

**SUSAN'S PLACE**

London Christian Academy www.susans-place.com W  
85 Charles St  
3:30-5pm Tuesday and 9am-12noon first Saturday of month. Sells used children's clothing and footwear on consignment.

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## MONEY

Also see *Affordable Housing, Advocacy & Legal* and *Health Care* for additional services offering financial assistance.

### Basic Income & Employment Supports

**ONTARIO WORKS (OW)**

City of London, Community Services Department C 519-661-4520 Option 3  
Market Tower, 151 Dundas St, 2nd Fl  
Income support for food, shelter, household and personal needs. Help finding employment. Special allowances/health benefits may be available as a supplement to the monthly cheque.

**ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)** 519-438-5111  
**Ontario Ministry of Community and Social Services** C  
217 York St, Ste 203

Income and employment supports for adults 18 years and over with a physical disability or mental health issue that is continuous or recurrent and expected to last one year or more.

## **Emergency & Supplementary Assistance**

**DISCRETIONARY BENEFITS** 519-661-5910  
**City of London, Community Services Department** C

Market Tower, 151 Dundas St, 2nd Fl  
Special fund for social assistance recipients to pay for necessary medical goods and related items (e.g., dentures, emergency dental, essential furniture and funerals and burials).

**HOUSING SUPPORT SERVICES** 519-661-0343 ext 300  
**Salvation Army, Centre of Hope** C

281 Wellington St  
**The Heat and Warmth Program (THAW)** – emergency financial assistance for payment of overdue utility bills for London residents. Applicants can apply every other year.

**LEAP** – one time emergency financial assistance towards electricity bills for London residents.

**The Rent Bank** – interest free loan for London tenants facing eviction.

**Winter Warmth Program** – emergency financial assistance for households in Union Gas arrears.

## **Other Financial Assistance Programs for Children & Families**

**CHILD CARE SUBSIDY PROGRAM** 519-661-4834  
**City of London, Community Services Department** C

Market Tower, 151 Dundas St, 4th Fl  
Financial assistance to parents of children, birth to 12 years, who have low income or receive social assistance and to parents of children, birth to 18 years with a special need. Application forms available from child care centres and the City of London.

**FAMILY SUPPORT PROGRAM** 519-661-5550  
**City of London, Department of Community Services** C

Market Tower, 151 Dundas St, 4<sup>th</sup> Fl  
Assists Ontario Works recipients to obtain child and spousal support payments.

**CANADA CHILD BENEFITS****1-800-387-1193****Canada Revenue Agency**

C

451 Talbot St

**Canada Child Tax Benefit** – tax-free monthly benefit, based on annual family income, to help families with the cost of raising children under 18 years.

**Universal Child Care Benefit** – tax-free monthly benefit of \$100 per month per child under 6 years to assist with the cost of child care.

**ONTARIO MINISTRY OF CHILDREN & YOUTH SERVICES 519-438-5111**

217 York St, Ste 203

C

**Assistance for Children with Severe Disabilities** – financial support for parents who have a child 18 years and under with a severe disability who lives at home. Must meet income level criteria.

**Special Services at Home** – supports families in caring for a family member with a physical or developmental disability who lives at home.

**FAMILY RESPONSIBILITY OFFICE****1-888-815-2757****Ontario Ministry of Community and Social Services**

Toronto (correspondence only)

Helps families get the financial support they are entitled to by enforcing court ordered responsibilities. Enforces domestic contracts. Ensures compliance with support orders from reciprocating jurisdictions.

**ONTARIO CHILD CARE SUPPLEMENT FOR WORKING FAMILIES****Ontario Ministry of Finance****1-866-668-8297**

33 King St W, Oshawa

Monthly supplement to help with child care costs to parents of children, birth to 7 years, who have low or middle income. Parents may be either working, in school or at home. Apply annually.

## Tax Credits & Exemptions

**GST/HST TAX CREDIT****1-800-959-1953****Canada Revenue Agency**

C

451 Talbot St

Tax-free payment based on annual family income to help individuals and families offset the cost of GST/HST.

**ONTARIO MINISTRY OF FINANCE****1-866-668-8297**

Tax credits and exemptions for persons with a disability, such as the Ontario Motor Vehicle Tax Rebate and Ontario Retail Sales Tax Exemption.

# Income Support for Contributors

**EMPLOYMENT INSURANCE PROGRAM (EI)** **1-800-206-7218**  
**Human Resources and Skills Development Canada** C  
London Service Canada Centre, 457 Richmond St  
Basic income protection and re-employment benefits to unemployed workers. Benefits for interruption of earnings due to illness, injury, pregnancy, compassion, adoption or parental leave.

**INCOME SECURITY PROGRAMS** **1-800-277-9914**  
**Human Resources and Skills Development Canada** C  
London Service Canada Centre, 457 Richmond St  
Old Age Security (OAS) benefits and other benefits for seniors. Canada Pension Plan (CPP) including disability, survivors' and death benefits and international social security agreements.

**VETERANS AFFAIRS CANADA** **1-866-522-2122**  
417 Exeter Rd S  
Pensions and allowances for veterans and their dependants, including financial help for emergencies such as shelter and health care.

**WORKPLACE SAFETY AND INSURANCE BOARD** **519-663-2331**  
148 Fullarton St, 7th Fl C  
Insurance benefits in case of injury or death occurring at work.  
**Safety Education** – education and training system to help prevent work-related injuries and illnesses.

## Budget & Debt Counselling

**CREDIT COUNSELLING THAMES VALLEY** **519-433-0183**  
**Family Service Thames Valley**, 125 Woodward Ave W  
Budget counselling, debt management programs, third party mediation and bankruptcy counselling. Application and assessment required. Service locations in Middlesex County; call for information.

### Service Canada

Information on federal government programs, including benefits, seniors' pensions and employment programs.

**London Service Canada Centre**  
**1-800-O-Canada (622-6232)**

Dominion Public Building, 457 Richmond St (at Queens Ave)  
[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

# EMPLOYMENT ASSISTANCE

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Employment assistance programs help people prepare for and find employment. Services include resumé and interview assistance, skills training and job finding clubs.

## **JOB BANK**

[www.jobbank.gc.ca](http://www.jobbank.gc.ca)

Website of employment opportunities across Canada.

## **LINKS2WORK**

[www.links2work.on.ca](http://www.links2work.on.ca)

Website of local employment and training resources.

## **EMPLOYMENT ONTARIO**

**(Hotline) 1-866-533-6339**

Information and referral services. Hotline offers services in various languages.

### **Fanshawe College – Community Employment Services**

Citi Plaza, 355 Wellington St, Unit 114

C 519-432-1751

Nelson Plaza, 155 Clarke Rd

E 519-432-1220

### **College Boreal – Employment Options Emplo**

519-451-5194

Citi Plaza, 355 Wellington St, Unit 279

C

### **Goodwill Industries**

519-850-9000

255 Horton St, 2nd Fl

C

### **London Employment Help Centre**

114 Dundas St, Main Fl

C 519-439-0501

Northland Mall, 1275 Highbury Ave N, Unit 103

NE 519-659-1400

### **London Training Centre**

519-685-4331

317 Adelaide St S, Unit 110

E

### **Nokee Kwe**

519-667-7088

1069 Wellington Rd S, Ste 104

C

### **WIL Employment Connections**

519-663-0774

141 Dundas St, 4th Fl

C

### **Youth Opportunities Unlimited**

519-432-1112

141 Dundas St, 2nd Fl

C

## **ASSOCIATION CANADIENNE-FRANÇAISE DE L'ONTARIO - REGIONAL BOARD OF LONDON-SARNIA**

519-850-2236

**Employment Resources Centre** 495 Richmond St, Unit 200

NE

**ETAC EMPLOYMENT RESOURCE CENTRE** 519-858-4500  
141 Dundas St, Ste 509 C

**LONDON CROSS CULTURAL LEARNER CENTRE** 519-432-1133  
**Job Search Workshops for Newcomers** E  
505 Dundas St E

**LUSO COMMUNITY SERVICES** 519-452-1466  
1193 Oxford St E, Unit 2 E

**PATHWAYS SKILL DEVELOPMENT** 519-667-7795  
210 Dundas St, 2nd Fl C

## **Employment Assistance for People with Disabilities**

### **ATN ACCESS**

The Skill Centre, 141 Dundas St, Ste 504 C 519-433-7950  
Tany's Quesnel Living Learning Centre W 519-432-7087  
101 Cherryhill Blvd, Unit 113 W  
Computer training and computer assisted learning for individuals with  
developmental disabilities.

**CANADIAN HEARING SOCIETY** 519-667-3325  
181 Wellington St C  
For individuals with hearing loss.

**COMMUNITY LIVING LONDON EMPLOYMENT SERVICES** 519-673-5600  
379 Dundas St, Ste 120 C

**HUTTON HOUSE LEARNING CENTRE** 519-472-1541 ext 232  
**Employment Services** Cherryhill Mall, 301 Oxford St W NW

**LEADS EMPLOYMENT SERVICES** 519-439-0352  
171 Queens Ave, Ste 410 C

**ONTARIO MARCH OF DIMES** 519-642-3999  
**Employment Services** 920 Commissioners Rd E C

**SEED (SELF-EMPLOYMENT AND ENTREPRENEURSHIP  
DEVELOPMENT)** 519-850-9000  
**Goodwill Career Centre** 255 Horton St C



# MENTAL HEALTH

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Community mental health programs help people who have a mental illness live safely in the community. If you are at immediate risk of harm to yourself or others as a result of a mental health crisis, go to the emergency department at London Health Sciences Centre, Victoria Hospital at Commissioners and Wellington Roads or call 911.

**LONDON AND DISTRICT DISTRESS CENTRE** **519-667-6711**

Help by telephone is offered 24-hours daily.

**Crisis Response Line** **519-433-2023**

**Seniors Helpline** **519-667-6600**

**LONDON MENTAL HEALTH CRISIS SERVICE** **C**

862 Richmond St **(Crisis) 519-433-2023**

8:30am-4pm Monday to Friday. Telephone and face-to-face crisis assistance, safe beds and peer support for individuals 16 years and over who are or have been involved in the mental health system.

**YOUTH MENTAL HEALTH SERVICES (Intake and Crisis) 519-433-0334**

Centralized intake for Craigwood Youth Services, Vanier Children's Services and Western Area Youth Services.

**CANADIAN MENTAL HEALTH ASSOCIATION** **519-434-9191**

648 Huron St **NE**

Information and referral to community and professional resources. Support groups on a variety of topics. Intake for WOTCH community programs. Advocacy for housing for individuals 16 years and over with a mental illness.

**CAN-VOICE** **519-434-8303**

450 Spruce St **E**

10:30am-4pm Monday to Thursday. Counselling, peer support and social activities for adults 18 years and over. Group home.

**CITY ART CENTRE** **519-433-0991**

652 Elizabeth St, 2nd Fl **E**

11:30am-4pm Monday to Friday. Peer support for people with mental health issues. Focus on artistic expression and skill development.

**COMMUNITY MENTAL HEALTH PROGRAM** **519-672-8500**

**Life Skills Program** **C**

Men's Mission and Rehabilitation Centre, 459 York St  
Budget management, medication management, personal care and social skills to help residents return to the community.

**COUNSELLING AND ACCESSIBILITY SERVICES****519-452-4282****Fanshawe College**

NE

1001 Fanshawe College Blvd, Room F210

Academic, career, financial and personal counselling, as well as assistance for people with learning, physical and psychological disabilities.

**MENTALHEALTH4KIDS****www.mentalhealth4kids.ca**

Website for youth, parents, educators and health care providers providing information about mental health related services.

**MENTAL HEALTH HELPLINE****1-866-531-2600**

24-hour confidential telephone information and referral service for mental health services and supports in Ontario.

**MINDYOURMIND****www.mindyourmind.ca**

Website for youth providing a peer forum for shared resources, information and experience about mental health and stress management.

**SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE**

425-427 William St or 536 Queens Ave

**519-672-4079**

Mental health services for the aboriginal community.

C

**WOTCH COMMUNITY MENTAL HEALTH SERVICES****519-668-0624**

534 Queens Ave

E

Offers support, treatment and rehabilitation for individuals with a serious mental illness.

**Lost Your Identification?****ServiceOntario** has information to help you replace lost identification. It also provides access to Government of Ontario services and documentation, information and referral.**www.serviceontario.ca****London Locations**

920 Commissioners Rd E

S **519-649-2461**

100 Dundas St

C **1-800-267-8097**

1790 Dundas St E, Unit 18

E **519-455-1600**

2295 Wharncliffe Rd S

S **519-652-3222**

217 York St, 5th Fl

C **1-800-664-8988**

# ADDICTION

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**LONDON CAREs** **519-661-CARE (2273)**

**London Community Addiction Response Strategy**

Services for individuals living with addictions, mental health issues and experiencing homelessness in the downtown core area. Services include street and mobile outreach, safe havens and safe needle collection.

**ADDICTION SERVICES OF THAMES VALLEY** **519-673-3242**

200 Queens Ave, Ste 260

C

Assessment, treatment planning and referral for alcohol, drugs and gambling. London CAREs Partner.

**Walk-In Intake for Substance Abuse Concerns**

Walk-in screening and assessment for substance abuse issues.

**DRUG AND ALCOHOL HELPLINE** **1-800-565-8603**

Confidential information and referral to drug and alcohol treatment resources.

**MY SISTERS' PLACE** **519-679-9570**

566 Dundas St

E

Addiction support group for women.

**N'AMERIND (LONDON) FRIENDSHIP CENTRE** **519-672-0131**

260 Colborne St

C

Alcohol, drug or solvent abuse support for aboriginal individuals and families.

**NEEDLE & SYRINGE PROGRAM** **519-434-1601**

**Regional HIV/AIDS Connection**

C

186 King St, Ste 30

CounterPoint Needle and Syringe Program. London CAREs Partner.

**ONTARIO PROBLEM GAMBLING HELPLINE** **1-888-230-3505**

Confidential information and referral to gambling treatment resources.

## 12 Step Programs

ALANON/ALATEEN	519-457-9393
ALCOHOLICS ANONYMOUS	519-438-1122
AT^LOHSA NATIVE FAMILY HEALING SERVICES	519-438-0068
COALITION OF SEXUAL AND RELATIONSHIP	
ADDICTION RECOVERY GROUPS	519-640-2025
GAMBLERS ANONYMOUS	519-649-1178
NARCOTICS ANONYMOUS	519-661-0119
OVEREATERS ANONYMOUS	www.oa.org

## Alcohol & Drug Residential Programs

WITHDRAWAL MANAGEMENT CENTRE	519-432-7241
Salvation Army, Centre of Hope	C

281 Wellington St

Acute detoxification for adults 16 years and over. 24-hour admission.

QUINTIN WARNER HOUSE (Men)	519-434-8041
Mission Services of London	C

477 Queens Ave

**Annex Program** (440 Maitland St) – Recovery home with volunteer and employment services for individuals 18 to 60 years who have graduated from an addictions treatment program.

**Relapse Prevention/Aftercare Program** (479 Maitland St) – Recovery home with prevention services for men 18 to 60 years who have graduated from an addictions treatment program.

TEEN CHALLENGE LONDON (Men)	519-652-0777
9340 Sharon Rd (Lambeth)	SW

### TURNING POINT INC

612 Mornington Ave

225 Wharnclyffe Rd N

For individuals 16 years and over.

E (Women's Residence) 519-659-2250

C (Men's Residence) 519-439-9034



**United Way**  
London & Middlesex  
Change starts here.

 **Information  
London**

**thehealthline.ca**



**LONDON  
COMMUNITY  
FOUNDATION**

# HEALTH CARE

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For a list of walk-in and other medical clinics, go to [www.thehealthline.ca](http://www.thehealthline.ca) or see the yellow pages of the telephone book under “*Clinics – Medical.*” Some services do not require a valid health card. Check with provider.

**TELEHEALTH ONTARIO** **1-866-797-0000**  
Registered nurses provide health advice and information by phone.

**HEALTH CARD SERVICES - OHIP LONDON** **519-675-6700**  
217 York St, 5th Fl **(Health Card Inquiry) 1-800-267-8097**  
Issues health cards that allow eligible persons to receive certain health care services free of charge. C

**TRILLIUM DRUG PROGRAM** **1-800-575-5386**  
Assists with the cost of certain prescription drugs for eligible people.

**ASSISTIVE DEVICES AND HOME OXYGEN PROGRAMS**  
5700 Yonge St, 7th Fl, Toronto **1-800-268-6021**  
**Assistive Devices Program** – assists with the cost of authorized devices and supplies for persons with a physical disability lasting six months or longer. Specific eligibility criteria for each device category.  
**Home Oxygen Program** – assists with the cost of oxygen and equipment for individuals on long-term oxygen therapy.

**CAREGIVEREXCHANGE.CA** **www.caregiverexchange.ca**  
Website and blog that support caregivers.

**LONDON CENTRE OF HOPE FAMILY HEALTH TEAM** **519-645-2348**  
**Salvation Army**  
281 Wellington St C  
Medical clinic providing primary health care, mental health care, social work and counselling services.

**LONDON INTERCOMMUNITY HEALTH CENTRE**  
**Dundas St Site**, 659 Dundas St E **519-660-0874**  
**Huron St Site**, 1355 Huron St, Unit 7 NE **519-659-6399**  
Primary health care, health promotion and community programs.

**MIDDLESEX-LONDON HEALTH UNIT** **519-663-5317**  
50 King St C  
Information and services to promote health and prevent disease. See page 29 for more information.

## **OPTIONS CLINIC – ANONYMOUS HIV TESTING**

### **London InterCommunity Health Centre**

**Dundas St Site**, 659 Dundas St E

E **519-673-4427**

9am-5pm Monday, Tuesday, Friday. 9am-9pm Wednesday. 10:30am-pm Thursday.

**Huron St Site**, 1355 Huron St, Unit 7

NE **519-659-6399**

1:30-5pm Tuesday.

Outreach services provided weekly at:

Regional HIV/Aids Connection, 186 King St, Ste 30

C **519-434-1601**

Youth Action Centre, 332 Richmond St, Ste 102

C **226-777-0116**

No identification required. By appointment only. Results in 20 minutes.

Pre and post-test counselling and information.

## **REGIONAL HIV/AIDS CONNECTION**

**519-434-1601**

186 King St, Ste 30

C

Counselling, referrals, prevention services and practical supports for people living with or affected by HIV/AIDS. Outreach services across southwest region. Open Closet, a support group for gay, lesbian, bisexual and transgender youth. CounterPoint Needle Exchange. London CARES partner.

## **SOUTH WEST COMMUNITY CARE ACCESS CENTRE**

**519-473-2222**

356 Oxford St W

W

Information about community health and support services. Coordinates access to publicly-funded home health care and long-term care homes.

## **SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE**

427 William St Ste 425 and 536 Queens Ave

**519-672-4079**

Health and mental health services combining traditional

C

healing and western medical practices to the aboriginal community.

## **Find a Doctor**

### **HEALTH CARE CONNECT**

**1-800-445-1822**

Referral service connecting people without a family health care provider with doctors and nurse practitioners who are accepting new patients.

### **LONDON AND DISTRICT ACADEMY OF MEDICINE**

**519-673-0950**

Lists doctors who are accepting new patients.

**www.ldam.ca**

The Middlesex-London Health Unit is public health in London and Middlesex County. Our many programs and services are designed to help you live a healthy life, free from disease and injury.

### **Clinic Services at 50 King St, London**

Birth control options, testing and treatment of sexually transmitted infections, free needle exchange.	519-663-5446
Breastfeeding & Well Baby/Child Clinics; call for times and locations.	519-663-5317 ext 3176 or 3179 (London/Middlesex)
Dental Clinic, free for children 0-17 yrs of families who receive Ontario Works benefits, Healthy Smiles Ontario and CINOT Program.	519-663-5449 519-663-5317 ext 2231
Family Health Clinic - For families with children birth to 6 years and high school students who do not have a family doctor. No health card necessary. Call for appointment.	519-663-5317 ext 2317
Immunization Clinic, walk-in. 9am-4pm Monday, Wednesday and Friday. 9am-7pm first and third Wednesday of each month.	519-663-5317 ext 2330
Travel Clinic, travel-related immunizations.	519-663-3395
Smart Start for Babies – prenatal and postnatal nutrition and support program.	519-646-2961

### **Services at Strathroy Office - Kenwick Mall, 51 Front St E, Strathroy**

Immunization Clinic, 3:30-7:30pm first Tuesday of each month.	519-245-3230
Birth Control, testing & treatment of sexually transmitted infections, call for an appointment.	519-245-3230

### **Phone Services**

Communicable Disease Information Line	519-663-5317 ext 2330
Immunization Records	519-663-5317 ext 2330
Food Safety, Water Quality, Air Quality & Tobacco Enforcement Questions/Complaints	519-663-5317 ext 2300
Prenatal Classes Registration	519-663-5317 ext 2262
The Health Connection, health information for families, 8:30am-4:30pm Monday to Friday	519-850-2280
tykeTALK, speech and language services for children birth to five years	519-663-5317 ext 2224

### **After Hours Services**

24/7 EMERGENCIES such as animal bite, food poisoning, disease outbreak or natural disaster	519-675-7523
Infantline, 4:30-10pm Monday to Friday, 10am-8pm weekends and holidays	519-675-8444



## Dental Care

**MIDDLESEX-LONDON HEALTH UNIT – DENTAL CLINIC** 519-663-5449

**Oral Health**, 50 King St

C

Dental services at no charge for Ontario Works clients. See page 29 for more information.

**Children in Need of Treatment (CINOT)**

519-663-5317 ext 2231

Pays for dental treatment for eligible children and youth, birth to 17 years.

**SCHULICH MEDICINE AND DENTISTRY – DENTAL CLINIC**

N

(Adults) 519-661-3326

Western University, Dental Sciences Building

(Children) 519-661-3329

Low-cost dental treatment, cleaning and preventive services provided by dental students.

## Parenting & Health Programs for Young Families

Also see *Neighbourhood Centres* for more programs offered to families.

**MIDDLESEX-LONDON HEALTH UNIT**

519-850-2280

50 King St

C

**Family Health Services Helplines**

Information and advice about family health, parenting, infant care and referral to Health Unit and community programs. See page 29 for more information.

**BOYS' AND GIRLS' CLUB OF LONDON**

519-434-9114

**Child and Youth Programs**

C

184 Horton St (at Richmond St)

Recreational, social, educational and leadership programs for youth under 18 years.

**CRAIGWOOD YOUTH SERVICES**

(Intake and Crisis) 519-433-0334

520 Hamilton Rd

SE

Youth mental health centre offering community-based and residential assessment, counselling and treatment.

**CROUCH NEIGHBOURHOOD RESOURCE CENTRE**

519-642-7630

550 Hamilton Rd (near Egerton St)

SE

**Child and Youth Programs**

ext 228

Leadership opportunities, nutrition, recreation, education and after school programs for children and youth 7 to 17 years.

**Wee and Me – Young Parents Group** Support groups for men and women 24 years and under who are expecting or parenting.

- FAMILIES FIRST CAPC** **519-649-1248**  
 Jalna Library Building, 1119 Jalna Blvd S  
 Information and programs that enhance the healthy development of families with young children, birth to 6 years, who live in White Oaks.
- HEARTSPACE** **519-673-3242 ext 222**  
 Addiction Services of Thames Valley, 200 Queens Ave, Ste 260 C  
 Prevention, education and treatment for women who are pregnant or parenting and substance-involved and their children birth to 6 years.
- LONDON CRISIS PREGNANCY CENTRE** **519-432-2073**  
 261 Piccadilly St C (Crisis) **519-432-7098**  
 Emotional and spiritual support to individuals in distress during and following pregnancy as well as for post-abortive women.
- LUSO COMMUNITY SERVICES** **519-452-1466**  
**Children and Youth Services** E  
 1193 Oxford St E, Unit 2  
 Literacy and education based programs for school age children and recreational and social-based programs for youth.
- MERRYMOUNT CHILDREN'S CENTRE** **519-434-6848**  
 1064 Colborne St NE  
 Services to support families who are going through a crisis or transition.
- MUTUAL AID PARENTING PROGRAM (MAPP)** **519-455-9000**  
**Children's Aid Society** NE  
 1680 Oxford St E  
 Self-help program for parents of children birth to 16 years. Spanish group also available. Locations in Middlesex County, call for information.
- N'AMERIND (LONDON) FRIENDSHIP CENTRE** **519-672-0131**  
 260 Colborne St C  
 Family support and prenatal programs for Aboriginal families.
- ONTARIO EARLY YEARS CENTRES**  
**London North Centre** Childreach, 265 Maitland St C **519-434-3644**  
**London West** 1019 Viscount Rd SW **519-473-2825**  
**London-Fanshawe** 1892 Dundas St E E **519-455-2791**
- ST LEONARD'S COMMUNITY SERVICES** **519-850-3777**  
**Youth Community Services** C  
 Peer counselling and social, behavioural and educational programs for youth 12 to 18 years.

**SINGLE WOMEN IN MOTHERHOOD TRAINING PROGRAM 519-432-5454**

296 Horton St, Ste 4

C

Support and guidance to single mothers to help them have a safe and secure future for themselves and their families.

**SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE**

**Maternal & Child Health Nutrition Program**

**519-289-0352**

425-427 William St

C

**VANIER CHILDREN’S SERVICES**

871 Trafalgar St

**(Intake and Crisis) 519-433-0334**

Children’s mental health centre offering community-based assessment, counselling and treatment.

SE

**Family Counselling**

**ARK AID COUNSELLING SERVICE**

**519-667-0322**

696 Dundas St

E

Individual, family, marital, career, financial, etc.

**DAYA COUNSELLING CENTRE**

**519-434-0077**

141 Dundas St, 6th Fl

C

Individuals, couples and families, 16 years and over. Fee is based on ability to pay.

**FAMILY SERVICE THAMES VALLEY**

**519-433-0183**

125 Woodward Ave

W

Individuals, couples, families and groups. Fee is based on ability to pay.

Locations in Middlesex County, call for information.

**FAMILY VIOLENCE, WOMAN ABUSE & SEXUAL ASSAULT**

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**REGIONAL SEXUAL ASSAULT AND DOMESTIC VIOLENCE**

**TREATMENT CENTRE**

**(Office) 519-646-6100 ext 64224**

**(Crisis) 519-646-6100 ext 0**

24-hour emergency and follow-up care for females or males who have been sexually or physically assaulted, plus domestic violence services.

N

Telephone or drop in to the **Urgent Care Centre at St Joseph’s Hospital** at 268 Grosvenor Street (Daily 8am to 4pm) or an emergency department and ask to speak to a team member.

**SEXUAL ASSAULT CENTRE LONDON** (Office) 519-439-0844  
225 Horton St E (Crisis) 519-438-2272  
24-hour crisis and support line and advocacy service for people who C  
have experienced sexual violence as adults or as children.

**ASSAULTED WOMEN'S HELPLINE** (24-hour) 1-866-863-0511  
Confidential crisis line for women. Service is provided in many languages.

**LONDON ABUSED WOMEN'S CENTRE** 519-432-2204  
217 York St, Ste 107 C  
Counselling, support and advocacy for women, 16 years and over,  
experiencing violence and abuse in their intimate relationships.

**AT^LOHSA NATIVE FAMILY HEALING SERVICES** (Office) 519-438-0068  
343 Richmond St, Ste 109 C (Crisis) 1-800-605-7477  
Help for healing and recovery from violence for the First Nations community.  
London CArES partner.

**Family Support Unit**  
Intervention and prevention of family violence through group and individual  
counselling, traditional teaching circles and advocacy.  
**Zhaawanong Shelter** 519-432-2270  
Emergency shelter for women experiencing abuse and their children.

**CHANGING WAYS (LONDON)** 519-438-9869  
825 Bradley Ave C  
Family violence control program for men, 18 years and over, and their  
families.

**MUSLIM RESOURCE CENTRE FOR SOCIAL SUPPORT AND INTEGRATION** 519-672-6000 C  
111 Waterloo St, Ste 211  
Family violence prevention and intervention services for Muslim and Arab  
families.

**SEXUAL ABUSE SERVICES PROGRAM** 519-433-0183  
**Family Service Thames Valley** W  
125 Woodward Ave  
Short-term strengths-based counselling for women who have experienced  
sexual abuse or assault.

**WOMEN'S COMMUNITY HOUSE** (Office) 519-642-3003  
101 Wellington Rd S (Crisis) 519-642-3000  
450 Clarke Rd E (24-hour) 1-800-265-1576  
Crisis line, counselling, emergency shelter and transitional housing for  
women experiencing abuse and their children.  
**Second Stage Housing** – Safe, rent-geared to income housing for up to  
one year.

**FEM'AIDE****(24-hour) 1-877-336-2433**

Distress line for French-speaking women.

**CARREFOUR DES FEMMES DU SUD-OUEST DE L'ONTARIO – FREE CONFIDENTIAL SERVICES FOR FRENCH-SPEAKING WOMEN****C**

285 King St, 2nd Fl

**1-888-858-0954**

Support, awareness, education programs and referrals to community services for Francophone women dealing with violence and sexual assault.

**Children's Services****CHILDREN'S AID SOCIETY (CAS)****519-455-9000**

1680 Oxford St E

**(After Hours Emergency) 519-675-8277**

Protects and cares for children at risk and promotes the healthy development of children, families and communities.

**NE****MERRYMOUNT CHILDREN'S CENTRE****(24-hour) 519-434-6848**

1064 Colborne St

**NE**

Immediate response to families with young children in an emergency or crisis situation. Overnight and flexcare for children birth to 13 years.

**KIDS HELP PHONE****(24-hour) 1-800-668-6868**

Information, referral and counselling for troubled or abused children and youth.

**Seniors' Services****SENIORS HELPLINE****(24-hour) 519-667-6600**

Confidential telephone support for seniors and their caregivers.

**ADVOCACY & LEGAL****COMMUNITY LEGAL SERVICES****519-661-3352****Western University, Faculty of Law Building, Rm 120****N**

Legal assistance and representation for small claims court, landlord-tenant issues, summary conviction criminal matters, simple wills and powers of attorney. Assistance is provided by law students under the direct supervision of a lawyer.

**DISPUTE RESOLUTION CENTRE****519-661-4044****Western University, Faculty of Law Building****N**

Mediation services to work out fair and lasting solutions on disputes such as neighbourhood, landlord-tenant, employer-employee and interpersonal conflicts. Does not offer help for disputes involving parental responsibility, divorce, criminal charges or claims in excess of small claims court limit.

- FAMILY MEDIATION CENTRE (THE)** **519-673-1113**  
 651 Talbot St C  
 Court-attached mediation services for those with disputes in family law. Fee.
- FAMILY LAW INFORMATION CENTRE** **519-660-3001**  
**Court House**, 80 Dundas St C  
 Drop-in information and resource centre. Lawyer available on first come first serve basis from 9am to 3pm Monday to Friday.
- LAW SOCIETY REFERRAL SERVICE** **1-800-668-7380**  
 9am to 5pm Monday to Friday. Telephone referral to registered lawyers or paralegals based on client needs, law required and geographic area.
- LEGAL AID ONTARIO** **519-433-8179**  
 150 Dufferin Ave, Ste 802 C  
 Issues certificates to pay for legal costs for family court and child welfare cases and appearance in criminal and young offender cases to eligible individuals. Assists with immigration and refugee claims.
- LIFE\*SPIN** **519-438-8676**  
 866A Dundas St E E  
 Advocacy, mediation and/or representation at appeal boards to help people on low income become self-sufficient.
- LONDON EMPLOYMENT HELP CENTRE**  
 114 Dundas St, Main Fl C **519-439-0501**  
 Northland Mall, 1275 Highbury Ave N, Unit 103 NE **519-659-1400**  
 Advice and paralegal representation about government benefits such as EI, OW, ODSP and CPP.
- NEIGHBOURHOOD LEGAL SERVICES** **519-438-2890**  
 Market Tower, 151 Dundas St, Ste 507 C  
 Legal advice and representation in court on EI, OW, ODSP, CPP and tenant evictions to individuals who meet financial eligibility guidelines.

## **Criminal Justice Outreach**

- JOHN HOWARD SOCIETY** **519-438-4168**  
 601 Queens Ave C
- ST LEONARD'S COMMUNITY SERVICES**  
**Main Office** , 405 Dundas St C **519-850-3777**  
**Cody Apartment Centre**, 108 King Edward Ave C **519-668-2701**  
**Maison Louise Arbour**, 658 Little Grey St C **519-850-1975**

**SALVATION ARMY**

**519-432-9553**

**Correctional and Justice Services, Centre of Hope, 281 Wellington St C**

# **NEWCOMER & IMMIGRANT SERVICES**

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Settlement assistance and other supports are available to immigrants, refugees and newcomers. Also see *Neighbourhood Centres*.

**ADULT EDUCATION G.A. WHEABLE CENTRE**

**519-452-2660**

70 Jacqueline St

**ext 69674**

Courses including preparation for Canadian Citizenship.

SE

**CANADA IMMIGRATION CENTRE**

**1-888-242-2100**

**Citizenship and Immigration Canada 417 Exeter Rd**

S

**MUSLIM FAMILY SUPPORT SERVICE**

**519-433-0183**

**Family Service Thames Valley**

W

125 Woodward Ave

For Muslim individuals and families.

**LONDON INTERCOMMUNITY HEALTH CENTRE**

**Dundas St Site, 659 Dundas St**

E **519-660-0874**

**Huron St Site, 1355 Huron St, Unit 7**

NE **519-659-6399**

Social and health services for newcomers including seniors' drop-in, women of the world groups and multicultural diabetes program.

**WIL EMPLOYMENT CONNECTIONS**

**519-663-0774**

141 Dundas St, 4th Fl

C

**YMAP - YMCA MAPPING THE WAY FOR NEWCOMER YOUTH**

C

**YMCA of Western Ontario**

**519-860-0907**

382 Waterloo St, Youth Room

For high-school aged permanent residents and convention refugees.

**ACROSS LANGUAGES TRANSLATION AND INTERPRETATION**

129 & 131 Wellington St

C **519-642-7247**

Interpreter and translator services available to service providers.

# Settlement and Integration Services

**ASSOCIATION CANADIENNE-FRANÇAISE DE L'ONTARIO –  
REGIONAL BOARD OF LONDON-SARNIA** **519-850-2236**  
495 Richmond St, Unit 200 NE  
Support, employment and translation services for the French-speaking  
community.

**LONDON CROSS CULTURAL LEARNER CENTRE** **519-432-1133**  
505 Dundas St C  
Information, referral and settlement services include job search workshops,  
translation and Language Instruction for Newcomers to Canada (LINC)  
assessments. Temporary accommodation for immigrants and refugees.

**LUSO COMMUNITY SERVICES** **519-452-1466**  
1193 Oxford St E, Unit 2 E  
Support, information and orientation to newcomers, immigrants and  
refugees who have been in Canada for 5 years or less. Settlement services  
for landed immigrants and refugees, including job search workshops,  
advocacy, information and referral. Settlement workers in schools (SWIS).

**NEIGHBOURHOOD RESOURCE CENTRE**  
Jalna Branch Library Building, 1119 Jalna Blvd SW **519-686-8600**  
Settlement services for landed immigrants and convention refugees,  
including job search workshops, advocacy, information and referral.  
Settlement Workers in schools (SWIS).

**SETTLEMENT.ORG** **www.settlement.org**  
Information to help newcomers settle in Ontario.

**LONDON & MIDDLESEX COUNTY  
IMMIGRATION PORTAL** **www.immigration.london.ca**  
Settlement and information services about living in London and Middlesex  
county.



# NEIGHBOURHOOD CENTRES

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Services offered may include information, social and educational programs, family support, counselling, advocacy, food and clothing, newcomer assistance and more. There may be a fee for some programs.

<b>ARGYLE COMMUNITY RESOURCE CENTRE</b> 2016 Dundas St E	<b>519-457-7659</b> E
<b>BOYS' &amp; GIRLS' CLUB OF LONDON</b> 184 Horton St Free bus service to and from program.	<b>519-434-9114</b> C
<b>CARLING–THAMES FAMILY CENTRE</b> 355 Belfield St	<b>519-432-0488</b> NE
<b>CENTRE FOR LIFELONG LEARNING</b> St Patrick Campus, 1230 King St	<b>519-675-4436</b> E
<b>CROUCH NEIGHBOURHOOD RESOURCE CENTRE</b> 550 Hamilton Rd	<b>519-642-7630</b> SE
<b>EAST LONDON UNITED CHURCH OUTREACH (ELUCO)</b> 216 Marconi Blvd	<b>519-451-3709</b> SE
<b>FAMILIES FIRST CAPC WHITE OAKS</b> 1119 Jalna Blvd	<b>519-649-1248</b> SW
<b>GLEN CAIRN COMMUNITY RESOURCE CENTRE</b> 244 Adelaide St S. Ontario Works caseworkers on site.	<b>519-668-2745</b> SE
<b>LIMBERLOST CHAPLAINCY</b> 1481 Limberlost Rd, Unit 135 and 136	<b>519-472-2459</b> NW
<b>LONDON COMMUNITY RESOURCE CENTRE</b> 255 Horton St, 3rd Fl	<b>519-432-1801</b> C
<b>LONDON INTERCOMMUNITY HEALTH CENTRE</b> <b>Dundas St Site</b> , 659 Dundas St <b>Huron St Site</b> , 1355 Huron St, Unit 7	E <b>519-660-0874</b> NE <b>519-659-6399</b>
<b>LUSO COMMUNITY SERVICES</b> 1193 Oxford St E, Unit 2	<b>519-452-1466</b> E

**N'AMERIND (LONDON) FRIENDSHIP CENTRE** 519-672-0131  
260 Colborne St C  
For members of the Aboriginal community.

**NORTHWEST LONDON RESOURCE CENTRE** 519-471-8444  
Sherwood Forest Mall, 1225 Wonderland Rd N NW

**SOUTH LONDON NEIGHBOURHOOD RESOURCE CENTRE** 519-686-8600  
1119 Jalna Blvd. SW  
Ontario Works caseworkers on site.

**SOUTHDALe CHAPLAINCY** 519-685-2771  
977/975 Southdale Rd E SE

**WESTMOUNT FAMILY CENTRE** 519-473-2825  
1019 Viscount Rd NE

## Seniors' Centres

**HAMILTON ROAD SENIORS CENTRE** 519-661-5758  
525 Hamilton Rd SE

**HORTON STREET SENIORS' CENTRE** 519-434-9114  
Boys' & Girls' Club of London, 184 Horton St C

**KIWANIS SENIORS COMMUNITY CENTRE** 519-661-5740  
78 Riverside Dr C

## Libraries

**LONDON PUBLIC LIBRARY** 519-661-4600  
Call or visit website for branch locations. [www.londonpubliclibrary.ca](http://www.londonpubliclibrary.ca)

# Middlesex County Section

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This section highlights services that provide assistance to Middlesex County residents. A map of service centres throughout Middlesex County is shown below.



## FOOD

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Food items provided on an emergency basis, usually a one to three day supply, once a month to once every three months. Proof of residency may be required.

### **AILSA CRAIG AND AREA FOOD BANK**

**519-293-3637**

161 Main St, Ailsa Craig

10am-5pm Monday to Saturday. Identification for all family members and proof of income required.

**DORCHESTER FOOD BANK** 519-268-7872  
Irregular hours. Appointment required. Call for more information.

**SALVATION ARMY FAMILY SERVICES** 519-245-5398  
71 Maitland Terrace, Strathroy  
10am-2pm and 1-3pm Monday, Wednesday and Friday.

**ST VINCENT DE PAUL ECONOMY SHOP**

209 Main St, Glencoe 519-287-3500  
9:30am-5pm Monday to Friday, 9:30am-3pm Saturday

71 Richmond St, Strathroy 519-245-0810  
9:30am-5pm Monday to Saturday.

## **EMERGENCY SHELTER & TRANSITIONAL HOUSING**

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Shelters offer emergency short-term accommodation and meals. All shelters provide 24-hour admission unless otherwise indicated. Transitional housing provides longer-term accommodation for residents with supports to assist them with independent living.

**WOMEN'S RURAL RESOURCE CENTRE** 519-246-1526  
145 Beech St, Strathroy (Crisis) 1-800-265-5390  
Emergency shelter and transitional housing for women and their children.

**SHELTER AND LEARNING CENTRE** 519-289-0148  
**KiiKeeWanNiiKaan Southwest Regional** (Crisis) 519-289-9090  
**Healing Lodge**  
275 Jubilee Rd, Muncey  
Emergency shelter and transitional housing for native women.

# SOCIAL & AFFORDABLE HOUSING

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See *Money* for more financial assistance programs to help with housing costs.

## **HOUSING ACCESS CENTRE**

**519-661-0861**

### **City of London - Housing Division**

379 Dundas St, Ste 116, London

Information and applications for social housing programs such as rent-geared-to-income, non-profit and co-operative, rent supplement and subsidy programs in London and Middlesex. Application forms, information and a directory available on [housing.london.ca](http://housing.london.ca).

## **LONDON AND MIDDLESEX HOUSING CORPORATION**

**519-434-2765**

379 Dundas St, Ste 207, London

Provides rent-geared-to-income housing accommodation.

# DROP-IN CENTRES

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Services to help individuals who are homeless or at risk of homelessness, and who may have mental health and/or addiction issues. Drop-in centres provide a place to go for friendship, recreation, meals, life skills and other support. Showers and laundry facilities may be available.

## **NEXT WAVE YOUTH CENTRE**

**519-245-4272**

### **Youth Opportunities Unlimited**

32 Front St W, Strathroy

9am-5pm Monday to Friday. Drop-in centre for youth 12 to 24 years.

Services include employment workshops, counselling, and recreational resources.

## **Service Canada**

Information on federal government programs, including benefits, seniors' pensions and employment programs.

### **Strathroy Scheduled Outreach Site**

Middlesex County Library – Strathroy Branch

34 Frank St, Strathroy

**1-800-O-Canada (622-6232)**

**[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)**

Call or visit website for outreach location dates and times.

# MONEY

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Also see *Affordable Housing* and *Health Care* for additional services offering financial assistance.

## Basic Income & Employment Supports

**ONTARIO WORKS (OW)** (Application) 519-661-4520 Option 3  
**County of Middlesex** (General Information) 519-434-7321 ext 2235  
**Social Services Department**

399 Ridout St N, London

Income support for food, shelter, household and personal needs, along with help to find employment. Special allowances/health benefits may be available as a supplement to the monthly cheque.

**ONTARIO WORKS (OW)** 519-289-5621  
**Chippewas Of The Thames First Nation**

320 Chippewa Rd, Muncey

Income support for food, shelter, household and personal needs, along with help to find employment.

## Emergency & Supplementary Assistance

### DISCRETIONARY BENEFITS

**County of Middlesex Social Services Department**

399 Ridout St N, London

519-434-7321 ext 2236

Special fund for social assistance recipients to pay for necessary medical goods and related items (e.g., dentures, emergency dental, essential furniture and funerals and burials).

### DISCRETIONARY BENEFITS

519-289-5555

**Chippewas Of The Thames First Nation**

320 Chippewa Rd, Muncey

Short-term income support for shelter and basic needs. Emergency support or discretionary benefits for special items of extreme need.

### LEAP EMERGENCY FINANCIAL ASSISTANCE

519-245-5398

**Salvation Army Family Services**

71 Maitland Terrace, Strathroy

One time emergency financial assistance towards electricity bills up to \$500.

## **Other Financial Assistance Programs for Children & Families**

**CHILD CARE SUBSIDY PROGRAM** **519-434-7321 ext 2289**

**County of Middlesex Social Services Department**

399 Ridout St N, London

Financial assistance to parents of children, birth to 12 years, who have low income or receive social assistance and to parents of children, birth to 18 years with a special need. Application forms available from child care centres.

**FAMILY SUPPORT PROGRAM**

**County of Middlesex Social Services**

**519-434-7321 ext 2237**

**Department**

399 Ridout St N, London

Helps Ontario Works recipients get the child and spousal support they are entitled to.

## **Budget & Debt Counselling**

**CREDIT COUNSELLING THAMES VALLEY**

**519-433-0183**

**Family Service Thames Valley**

Budget counselling, debt management programs, third party mediation and bankruptcy counselling. Application and assessment required. Call for service locations in Middlesex County.

# EMPLOYMENT ASSISTANCE

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Employment assistance programs help people prepare for and find employment. Services include resumé and interview assistance, skills training and job finding clubs.

## **EMPLOYMENT ONTARIO**

**(Hotline) 1-866-533-6339**

Information and referral services. Hotline offers services in various languages.

### **COMMUNITY EMPLOYMENT CHOICES**

**519-245-4500**

16B Second St E, Strathroy

### **LEADS EMPLOYMENT SERVICES**

**519-245-3900**

51 Front St, Strathroy

### **DORCHESTER EMPLOYMENT RESOURCE CENTRE**

**519-268-1045**

2123 Dorchester Rd, Dorchester

### **AUSABLE COMMUNITY CENTRE**

**519-227-1453**

183 Main St, Lucan

### **NORTHWEST MIDDLESEX MULTI-SERVICE CENTRE**

**519-294-0442**

**Employment and Resource Centre**

185 King St, Parkhill

### **NEXT WAVE YOUTH CENTRE**

**519-245-4272**

**Youth Opportunities Unlimited**

32 Front St W, Strathroy

### **THE QUEST CENTRE**

**519-287-2726**

3851 Concession Dr, Glencoe

## **Employment Assistance for People with Disabilities**

### **ATN ACCESS**

**519-433-7950**

The Skill Centre, 141 Dundas St, Ste 504, London

Computer training and computer assisted learning for individuals with developmental disabilities. Call for outreach services in Middlesex County.

### **CONNECTIONS**

**519-227-6766**

**Crest Support Services**

13570 Elginfield Rd, Lucan

Services for adults 18 years and over with developmental disabilities or serious mental health issues.



# MENTAL HEALTH

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Community mental health programs help people who have a mental illness live safely in the community. If you are at immediate risk of harm to yourself or others as a result of a mental health crisis, go to the emergency department at your closest hospital or call 911.

**SEARCH COMMUNITY MENTAL HEALTH SERVICES** 519-245-0120  
21 Richmond St, Strathroy (Crisis) 1-866-933-2023  
8:30am-4:30pm Monday to Friday. Community support services, counselling, crisis response, information and referral services for individuals 16 years and over with mental health issues.

**CREST SUPPORT SERVICES** 519-227-6766  
13570 Elginfield Rd, Lucan  
Support program for adults with a serious mental illness or developmental disability.

**MIDDLESEX COMMUNITY LIVING** 519-245-1301  
82 Front St W, Strathroy  
Employment services and independent living opportunities for adults 18 years and over with developmental disabilities.

# ADDICTION

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**ADDICTION SERVICES OF THAMES VALLEY** 519-673-3242  
Search Community Health Centre, 21 Richmond St, Strathroy  
Assessment, treatment planning and referral for substance abuse (ext 222) and gambling (ext 234).

**KIIKEEWANNIIKAAN SOUTHWEST REGIONAL HEALING LODGE**  
275 Jubilee Rd, Muncey 519-289-0148  
Outpatient and short-term residential programs for addictions.

**NIMKEE NUPIGAWAGAN HEALING CENTRE** 519-264-2277  
20850 Muncey Rd, Muncey  
Solvent addiction treatment centre for First Nations youth 12 to 17 years.

# HEALTH CARE

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For a list of walk-in and other medical clinics, go to [www.thehealthline.ca](http://www.thehealthline.ca) or see the yellow pages of the telephone book under “*Clinics – Medical.*” Some services do not require a valid health card. Check with provider.

**FOUR COUNTIES HEALTH SERVICES** **416-693-4441**  
1824 Concession Dr, Newbury  
Acute care hospital with emergency department offering medical, day surgery, therapy and ambulatory care. South West CCAC case managers on site.

**MIDDLESEX-LONDON HEALTH UNIT** **519-245-1550**  
Kenwick Mall, 51 Front St E, Strathroy  
Information and services to promote health and prevent disease. Clinics include communicable disease, sexual health and immunization. See page 29 for more information.

**HEALTH CENTRE** **519-289-5641**  
**Chippewas of the Thames First Nation**  
322 Chippewa Rd, Muncey  
Health centre offering health education and counselling.

**HEALTH CENTRE**  
**Munsee-Delaware Nation** **519-289-2220**  
289 Jubilee Rd, Muncey  
Health centre offering prenatal and postnatal care, addiction programs, immunization services and health education.

**SOUTH WEST COMMUNITY CARE ACCESS CENTRE** **519-245-3233**  
395 Carrie St, Ste 311, Strathroy  
Information about community health and support services. Coordinates access to publicly-funded home health care and long-term care homes.

**SOUTHWEST MIDDLESEX HEALTH CENTRE** **519-264-2800**  
22262 Mill Rd, Mount Brydges  
Community health centre offering dental care services and social work counselling.

**SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE**  
4 Anishinaabeg Dr, Muncey **519-289-0352**  
Health and mental health centre offering diabetes education and maternal child health nutrition program.

**STRATHROY MIDDLESEX GENERAL HOSPITAL** 519-245-5295  
395 Carrie St, Strathroy  
Community hospital with emergency department offering inpatient and ambulatory care services. South West CCAC case managers on site.

**VICTORIAN ORDER OF NURSES** 519-245-3170  
**Middlesex-Strathroy Office**, 274 Head St N, Strathroy  
8:30am-4:30pm Monday to Friday. Programs to improve health and support independent living for seniors and adults with disabilities.

## **Parenting & Health Programs for Young Families**

Also see *Community Centres* for more programs offered to families.

**MOMMY AND ME WELL BABY AND BREASTFEEDING CLINIC**  
Ontario Early Years Centre, 80 Frank St, Strathroy 519-850-2280  
Family health services, infant and child care and community resources.

**MUTUAL AID PROGRAM FOR PARENTS GLENCOE**  
**Children's Aid Society** 519-445-9000  
Faith Pentecostal Assembly, 259 Main St, Glencoe  
Social support program for parents of children birth to 16 years, focusing on self-help and mutual aid.

**MUTUAL AID PROGRAM FOR PARENTS STRATHROY**  
**Children's Aid Society** 519-445-9000  
Kenwick Mall, 51 Front St E, Strathroy  
Social support program for parents of children birth to 16 years, focusing on self-help and mutual aid.

**ONTARIO EARLY YEARS CENTRES**  
Early learning and literary programs, parenting support, information services and links to other community programs.

<b>Glencoe</b> Glencoe Presbyterian Church, 177 Main St	519-245-8879
<b>Ilderton</b> Middlesex County Library, 40 Heritage Dr	519-666-3227
<b>Mount Brydges</b> Caradoc Community Centre, 116 Lions Dr	519-245-8879
<b>Parkhill</b> Leisure Centre, 176 Broadway St	519-245-8879
<b>Strathroy</b> 80 Frank St	519-245-8879

## Family Counselling

### **FAMILY SERVICE THAMES VALLEY**

**519-433-0183**

Individuals, couples, families and groups. Fee is based on ability to pay. Call for service locations in Middlesex County.

## **FAMILY VIOLENCE, WOMAN ABUSE & SEXUAL ASSAULT**

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### **KIIKEEWANNIIKAAN SOUTHWEST REGIONAL HEALING LODGE**

**(Crisis) 519-289-9090**

#### **Eagle Watch Crisis Intervention**

275 Jubilee Rd, Muncey

Support, counselling and community workshops.

#### **Healing Lodge**

**(Office) 519-289-0148**

275 Jubilee Rd, Muncey

Emergency housing and support services for native women who have experienced family violence.

### **SEXUAL ABUSE SERVICES PROGRAM**

**519-433-0183**

#### **Family Service Thames Valley**

Strathroy Middlesex General Hospital, 395 Carrie St, Strathroy

Short-term counselling for women who have experienced sexual abuse or assault.

### **VICTIM SERVICES OF MIDDLESEX COUNTY**

**519-245-6660**

85 Zimmerman St S, Unit 2, Strathroy

Support services for individuals and families who have experienced violent crime.

### **WOMEN'S RURAL RESOURCE CENTRE OF STRATHROY AND AREA**

**(Office) 519-246-1526**

145 Beech St, Strathroy

**(24-hour) 1-800-265-5390**

Education, prevention, and support services for women and families impacted by abuse.

## Children's Services

### **CHILDREN'S AID SOCIETY (CAS)**

**519-455-9000**

51 Front St E, Strathroy

**(After Hours Emergency) 519-675-8277**

Protects and cares for children at risk and promotes the healthy development of children, families and communities.

# NEWCOMER & IMMIGRANT SERVICES

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Settlement assistance and other supports are available to immigrants, refugees and newcomers. Also see *Community Centres*.

**PORTUGUESE CANADIAN CLUB OF STRATHROY** 519-245-4361  
375 York St, Strathroy

**LONDON & MIDDLESEX COUNTY** [www.immigration.london.ca](http://www.immigration.london.ca)  
**IMMIGRATION PORTAL**

Settlement and information services about living in London and Middlesex county.

## COMMUNITY CENTRES

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Services offered may include information, social and educational programs, family support, counselling, advocacy, food and clothing, newcomer assistance and more. There may be a fee for some programs. Centres also provide space for various agencies to offer their services; call for details.

**AUSABLE COMMUNITY CENTRE** 519-227-1453  
183 Main St, Lucan  
9am-5pm Monday to Friday.

**NORTHWEST MIDDLESEX MULTI-SERVICE CENTRE** 519-294-0442  
185 King St, Parkhill  
9am-4:30pm Monday, Wednesday and Friday (closed 12:30-1pm). 9am-7:30pm Tuesday (closed 12:30-1pm).

**THE QUEST CENTRE** 519-287-2726  
3851 Concession Dr, Glencoe  
9am-4pm Tuesday to Thursday.

# Libraries

## MIDDLESEX COUNTY LIBRARY

### Branch Locations:

147 Main St, Ailsa Craig	519-293-3441
29 Young St, Delaware	519-652-9978
2123 Dorchester Rd, Dorchester	519-268-3451
178 McKellar St, Glencoe	519-287-2735
40 Heritage Dr, Ilderton	519-666-1599
10227 Ilderton Rd, Ilderton	519-666-1201
1 Tunks Ln, Komoka	519-657-1461
261 Main St, Lucan	519-227-4682
6570 Longwoods Rd, Melbourne	519-289-2405
22501 Adelaide Rd, Mount Brydges	519-264-1061
22894 Hagerty St, Newbury	519-693-4275
233 Main St, Parkhill	519-294-6583
34 Frank St, Strathroy	519-245-1290
21790 Fairview Rd, Thorndale	519-461-1150
21935 Hagerty St, Wardsville	519-693-4208

## Seniors' Centres

<b>LIONS SENIOR CENTRE</b> 2066 Dorchester Rd, Dorchester	519-268-2025
<b>STRATHROY SENIORS' CENTRE</b> 137 Frank St, Strathroy	519-245-8950

### Lost Your Identification?

**ServiceOntario** has information to help you replace lost identification. It also provides access to Government of Ontario services and documentation, information and referral.

[www.serviceontario.ca](http://www.serviceontario.ca)

#### Middlesex County Locations

4179 Hamilton Rd, Dorchester	519-268-3447
186 Main St, Lucan	519-227-4827
218 Main St, Parkhill	519-294-0351
323 Caradoc St S, Strathroy	519-245-3280

# Looking for Health Information? We can help.

- Visit **www.thehealthline.ca** to find accurate, easy-to-use information about local health and social services and supports. Plus...find local health careers, news and events.
- Call the South West Community Care Access Centre (CCAC) at **310-CCAC** to connect with expert and friendly help to navigate the health system.



*Connecting you with care  
Votre lien aux soins*

**South West  
CCAC CASC**

Community  
Care Access  
Centre

Centre d'accès  
aux soins  
communautaires  
*du Sud-Ouest*

**thehealthline.ca**

# United Way is creating real change

United Way is a leader in understanding the root causes of social issues and bringing together people and resources to find lasting solutions.

United Way is the largest non-government funder of social services in London and Middlesex County.

To make the most difference, United Way focuses on three impact areas:

- poverty
- mental health
- beginnings and transitions

United Way is creating real change in people's lives meaningful, positive, lasting change. Not just for today, but for the long term. And that means a better community for us all.



**United Way**

London & Middlesex

Change starts here.

To learn more, please visit  
[www.uwlondon.on.ca](http://www.uwlondon.on.ca) or call  
519-438-1721.